

ADDRESSEES	: Owners and operators of vehicles mentioned under “Application” ABC Customer Care and Parts Source
VEHICLE TYPE	: CX45 MY2023
CONFIGURATION GROUP	: 2.46 Traction engine – Accessory drive
BULLETIN TYPE	: Field change program
DATE	: October 16th, 2023
SUBJECT	: Inspection of automatic belt tensioner base plate fasteners
CONDITIONS	: Refer to chapter "Warranty" further on in this bulletin.

APPLICATION:

This field change program bulletin is applicable to the following vehicles:

Model	VIN
CX45 MY2023	81819→81820, 81976, 84001→84081

DESCRIPTION:

Van Hool has determined that some of the seven fasteners securing the automatic belt tensioner base plate are subject to slackening. Tests have shown that these fasteners must be installed with Loctite 243 and tightened to a torque of 90 ± 10 Nm (65 ± 7 ft.lbf).

To address this issue, Van Hool is conducting a field change program whereby the seven fasteners must be removed and checked one by one for length and thread pitch (1.75 mm). What to do next is explained in this service bulletin.

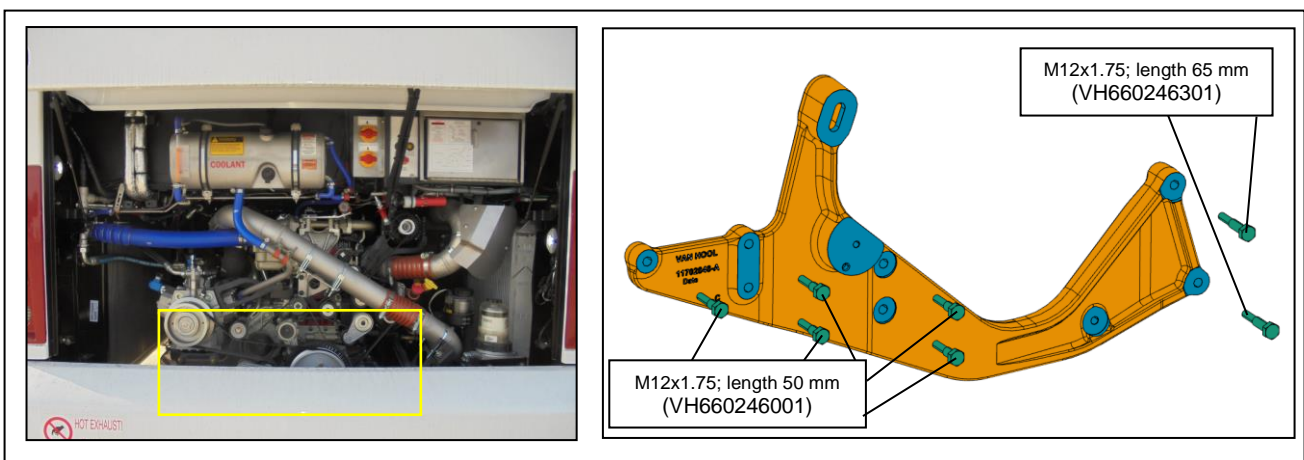


Figure 1: Location of the fasteners securing the automatic belt tensioner base plate

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SPECIAL TOOLS, EQUIPMENT OR SERVICES:

No special tools, equipment or services required.

JOB QUALIFICATION:

No special job qualification required.

PREPARATIONS:

- Make sure that the parking brake is applied and stop the engine.
- Switch off all systems and turn off the battery isolation switch on the dashboard.
- Open the mechanical battery isolation switch.
- Install a "DO NOT OPERATE" warning message on the instrument panel.
- Put chocks in front of and behind the drive axle wheels.
- **Read the entire procedure before starting to work.**



WARNING!

Observe safe shop practices at all times.

PROCEDURE:

Step	Action
1	Open the engine compartment rear access door.
2	Remove one of the seven affected fasteners (refer to figure 1).
3	Identify the length and thread pitch of the fastener (refer to figure 1). <ul style="list-style-type: none">• If length and thread pitch are okay: clean the thread of the fastener removed. Apply Loctite 243 on the thread and re-install the fastener with a torque of 90 ± 10 Nm (65 ± 7 ft.lbf).• If the thread pitch is okay, but the length is not: take a fastener with the proper length. Clean the thread of the fastener. Apply Loctite 243 on the thread and install the fastener with a torque of 90 ± 10 Nm (65 ± 7 ft.lbf).• If the length is okay, but the thread pitch is not: temporary re-install the 1.5 mm thread pitch fastener with a torque of 90 ± 10 Nm (65 ± 7 ft.lbf) and contact ABC to determine the next step.
4	Repeat steps 2 and 3 for the six other affected fasteners.
5	Close the engine compartment rear access door.
6	Notify ABC Companies by mail. Write the text "SB2307 executed for VIN....." in the mail and send the mail to warranty@abc-companies.com .
7	For ABC Companies only: register through the registration button located behind service bulletin SB2307 on the Van Hool customer portal. Write the text "SB2307 executed" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

End of procedure.

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WARRANTY:

1. Terms and conditions:

Van Hool will accept warranty claims for this repair as follows:

Parts: -

Labor allowance: 30 minutes of labor will be awarded per vehicle

Campaign/expiration date: Service Bulletin issue date + 1 year

2. Claim references:

Job code: O62307N

Claim submission: Contact ABC Customer Care Warranty Department for guidance.

Monitoring and performance: The claim records pertaining to this Bulletin will be used to determine that the remedy has been executed in accordance with the manufacturer's instructions and to evaluate the status of this Field Change Program.

HELP DESK:

If there are any questions, please call ABC Customer Care & Parts Source toll-free for guidance on 1-877-427-7278. Listen for the prompts for warranty and select that option.

DISCLAIMER:

The procedures contained herein are not exclusive. Van Hool cannot possibly know, evaluate, or advise the transportation industry of all conceivable ways in which a procedure may be undertaken or of the possible consequences of each such procedure. Other procedures may be as good, or better, depending upon the particular circumstances involved. Each carrier who uses the procedures herein must first satisfy itself thoroughly that neither the safety of its employees or agents, nor the safety or usefulness of any products, will be jeopardized by any procedure selected.

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INFORMATION HANDLING:

Important supplements to and modifications of technical information not yet included in the manual, are communicated by means of Service Bulletins.

VAN HOOL CUSTOMER PORTAL:

Consult the customer portal regularly for the latest service documentation. In addition to the maintenance manual, you will also find the operating manual and the spare parts catalogue of your vehicle on the customer portal. The customer portal is accessible through www.vanhool.be, and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the link on the Van Hool website.